



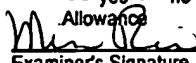
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<b>APPLICANTS</b> Carl Phillip Gusler, Austin, TX; Rick Allen Hamilton II, Charlottesville, VA; Timothy Moffett Waters, Richmond, VA;					
<b>** CONTINUING DATA</b> <i>None MR</i>					
<b>** FOREIGN APPLICATIONS</b> <i>None MR</i>					
<b>IF REQUIRED, FOREIGN FILING LICENSE GRANTED</b> <b>** 01/18/2002</b>					
Foreign Priority claimed <input type="checkbox"/> yes <input checked="" type="checkbox"/> no 35 USC 119 (a-d) conditions <input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> Met after met Verified and Acknowledged  Examiner's Signature		STATE OR COUNTRY TX	SHEETS DRAWING 7	TOTAL CLAIMS 23	INDEPENDENT CLAIMS 4
<b>ADDRESS</b> Paul D. Heydon Patent Attorney 909 NE Loop 410 Suite 300 San Antonio , TX 78209					<i>#34619</i>
<b>TITLE</b> Employing speech recognition and key words to improve customer service					
FILING FEE RECEIVED 878	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:			<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees ( Filing ) <input type="checkbox"/> 1.17 Fees ( Processing Ext. of time ) <input type="checkbox"/> 1.18 Fees ( Issue ) <input type="checkbox"/> Other <input type="checkbox"/> Credit	